

**Department of Labor and Economic Growth (DLEG)
Remote Initial Claim Center (RICC)**

DLEG is considering co-locating their Remote Initial Claim Center (RICC) to this combined facility. The RICC consists primarily of call center operations and training functions. The call center teams consist of a manager, lead staff members, and call center staff, with 11 staff members being assigned to each team. Thirteen (13) call center teams are anticipated for this facility.

In addition to the call center staff, the RICC will require an administrative office area and training facilities. The training rooms will require 20+ training workstations for each session. A large conference area is also envisioned that may potentially be divided through operational partitions. This large conference area may optionally be shared with other agencies within the building.

General Office Requirements:

Interior finishes are to be provided in accordance with the State of Michigan Minimum Design Standards Section 2.9. Soundproofing is to be provided in accordance with the State of Michigan Minimum Design Standards Section 2.8. All enclosed offices are to be designed to Class C1. The open workstations are to be designed to Class C2. Conference and Training areas are to be designed to Class B1.

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RICC Space

Total Net Square Footage 14,104
Net to Usable Factor 70%
Total Usable Square Footage 20,149

Space Type	Number Required	Net S.F.	Total Net S.F.	Comments
Administration / Management				
Director	1	250	250	SDA 17, Enclosed office.
Manager	1	120	120	SDA 14, Open Office.
Administrative Assistant	1	72	72	
Adjudication Coordinator <i>Conf Room</i>	1	150	150	Enclosed Office.
Department Analyst	2	80	160	
Administrative Filing	1	36	36	
RICC Call Center				
UC Manager	<i>1</i> ²	120	<i>240</i> 120	SDA 14, Open Office.
Call Center Teams (13)				
UC Manager	13	100	1,300	SDA 13, Open Office.
Lead Staff Members	26	80	2,080	
Call Center Staff	104	80	8,320	
Call Center Teaming Area	13	80	1,040	One teaming area per call center team, centrally located. NOTE: Permanent Intermittent staff (PI) will be officed in the training area.
Copy / Fax / Printer Area				
	<i>7</i> 8	36	<i>252</i> 216	
Miscellaneous Unassigned Filing Area	1	240	240	
<i>Stock / Storage / Mail Room</i>				

RICC Support Spaces

Total Net Square Footage 5,350
Net to Usable Factor 70%
Total Usable Square Footage 7,643

Space Type	Number Required	Net S.F.	Total Net S.F.	Comments
Training Areas				
Training Room	2	800	1,600	With trainer's computer station, A/V equipment, and 20+ training computer workstations.
Training Preparation Room / Human Resource Development Office	1	200	200	With area for collating documents and filing training materials
Video Conference Room	1	400	400	To accommodate approximately 20 individuals and video conference equipment.
Conferencing Areas				
Small Conference Room	4	120	480	For approximately 4-6 individuals.
Medium Conference Room	2	200	400	With soft seating for use as a quiet room.
Large Conference Room	1	900	900	To accommodate approximately 20 individuals at table and 40-60 individuals with additional seating. Consider shared large conference area with DNR/DEQ.
Lunch / Break Rooms				
Break Room	1	250	250	With refrigerator, sink, and microwaves. Landlord to provide appliances.
Lunch / Break Room	1	250	250	
Mail Room	1	120	120	
Office Supplies & Storage	1	200	200	